

How do I get started? It's as easy as 1, 2, 3:

1. Register

Create an account at <https://linqconnect.com> and select Register or sign up using the mobile app. Your account uses your email address, so make sure it is correct.

2. Verify your Account

Verify your account by clicking on the email verification link sent to your email address.

3. Sign In

You can sign in at <https://linqconnect.com> on the website or in the mobile app using your email and password. In some districts you'll be asked for a secondary verification as part of multi-factor authentication.

What is LINQ Connect?

LINQ Connect is a secure, online portal that allows families to manage school-related fees and payments:

- View and pay school fees in the Online Store
- Make an online payment to their student's meal account
- Remotely monitor their student's meal balance and cafeteria purchases
- Set up automatic recurring payments
- Transfer funds between your students
- Set up low balance alerts
- Submit an online application for free and/or reduced meals
- View online breakfast and lunch menus

I just registered and when I try to log in it says, "Invalid email or password"?

Your account will not be active until you have verified your email address and password. Check your email for the verification link. If you did not receive an email within a few minutes, please check your spam folder.

My district's website refers to Titan Family Portal. What is that?

LINQ Connect is the replacement for the Titan Family Portal.

When I login, I do not see my student's account?

Existing user accounts were migrated, but it is possible that a particular student is no longer on your account. Please add your student to your LINQ Connect account. If you are using the website, click on **+** in the upper corner the right-hand **Type** and complete the information to link your student. If you are using the mobile app, click "Add new account." You'll need to complete this process for each student you wish to add.

What if I have several students in different districts?

You can add all students in your family or under your guardianship if they attend a school district using LINQ Connect for their meal payment account.

How can I update my email address and password?

On the website: In the upper right-hand corner, click on the Profile icon, then select your account name. To change your email address, select Update Email. To update your password, click Update Password.

On the mobile app: In the lower right-hand corner, select "Profile", then "General" to change your password.

Can I access my account through any browser?

LINQ Connect is supported through all browsers except Internet Explorer. You should use an updated version of the browser to ensure your safety and security.

Can I access LINQ my account through a mobile app?

Yes, you can download the LINQ Connect app in the [Apple Store](#) or [Google Play Store](#).

Am I required to create an account?

We recommend creating an account for an optimal experience. LINQ Connect offers non-registered users access to public information, such as school menus and publicly available donations, tickets, and other items. Registered users can access student-specific information, such as recent purchases, account balances, fees, and menus.

The LINQ Connect App

The mobile app is relaunching Summer 2024 with new features and benefits – what do I need to do to get the new app?

First, enjoy summer! Once released, the app will automatically update to your device, and you can use the app immediately. Your login and password will remain the same.

How do I get started?

1. DOWNLOAD

Download the LINQ Connect app from the App Store or Google Play.

2. REGISTER

Create an account by selecting Sign Up.

3. CONFIRM EMAIL

Confirm your account by clicking the verification link sent to your email.

4. LOG IN

Log into the LINQ Connect app using your email and password.



Apple Store



Google Play Store

Do I need to pay for the app?

No, LINQ Connect is a free resource available to parents and staff whose districts have chosen LINQ Connect. You can view account balance information, see upcoming menus, review recent purchases, view account balances, and set low balance alerts at no charge. The only time a fee is charged is when you choose to make a payment or add funds to your student's account. (In some cases, the school district covers the fee.) If a fee is charged, you will see the entire amount of your purchase and fee before completing your purchase.

Why am I seeing a convenience fee charge?

Most features in LINQ Connect are free to use, but there is a charge for making payments through LINQ Connect. You can view account balance information, see upcoming menus, review recent purchases, and set low balance alerts at no charge. The only time a fee is charged is when you choose to make a payment or add funds to your student's account.

I currently use LINQ Connect. Will I need to create a new account to use the new app?

No. Once you update the app, you will be able to use the same login credentials you currently use. I currently use LINQ Connect and have saved payment information and auto pay rules enabled.

Will I have to set these up again?

No. All your information including linked students/staff, payment methods, auto pay and spending limit rules, will all be transferred over to the new app. There should be no need to recreate information, but it is always a best practice to review your information to make sure it is current.

What types of school payments can I do with LINQ Connect?

LINQ Connect supports payments toward meal accounts, various school fees, and school store items. The specific fees available to pay will be determined by your school district. If you have questions, please login to your LINQ Connect account and click on School Store to see additional information.

There are too many places to pay school fees. Can I link my LINQ Connect account to other apps that I use for my child's school?

Each school district makes the decision on the solutions being used. If your district or school provides the ability to purchase an item or pay a fee in LINQ Connect, it will appear in the app or on the website.

Meal Payments

How do I add money to my student's meal account?

Once a student is added to your LINQ Connect account, you can add money by clicking Add Funds. You can choose to either Add to Balance or set up a New Recurring Payment with Auto Pay.

If you select Add to Balance, the funds will be immediately available on your student's account upon completion of the transaction.

If you select New Recurring Payment with Auto Pay, you will be setting up a future automatic payment for the specified amount, frequency, and starting date of your choice.

Can I set up automatic meal payments?

Yes, you can set it and forget it! On the website, select Profile (avatar in upper right), then Settings. Scroll down to Auto Pay.

On the mobile app, select the student, then scroll down to Auto Pay. Once in the Auto Pay settings, enter your desired Payment Amount for each Frequency (how often), Starting Date, Payment Method, and click Save.

How can I cancel or change my automatic meal payments?

On the website, click on the triple stack icon in the upper left corner. Go to the Meal Accounts page and click on the trash can icon on the Auto Pay card.

In the mobile app, click on the student you wish to setup, then scroll down to Auto Pay. Select Edit and then make changes from there.

Can I transfer my funds from one student's account to another?

This feature is available but may be limited in some districts. To determine if you have access, on the website navigate to Transfer Balances on the Meal Accounts page. If you see your student's name, you are able to transfer funds within the district. On the mobile app, select your student from the dashboard then look for the Transfer Funds icon. Funds can only be transferred for students within the same school district.

Is there a minimum payment amount?

Each district sets the minimum amount per transaction. If a minimum payment is required, the system will prompt you with the minimum amount.

Is there a maximum payment amount?

Each district sets the maximum payment amount in conjunction with LINQ. If a maximum allowable payment, the system will provide guidance if you exceed that limit.

Can I set spending limits on my student's account?

You can set specific spending limits on your student's account only if your school district has enabled the spending limits feature. To determine if you have access, on the website, navigate to the Spending Limits card on the Meal Accounts page and locate your child's name. Click on the pencil icon to the right to set a spending limit.


On the mobile app, select the student you would like to set spending rule for then scroll down to Spending Limits in the Settings section.

If I have more than one student in the district, can I deposit funds once and have the amount divided evenly among each of my student's accounts?

Yes, there are two ways to accomplish this: Shared Accounts and Transfer Funds.

Shared Accounts is a feature only available when enabled by your district. When turned on, parents can request their student to be set up in a shared account which allows them to share a single meal account balance. When students are in a shared account, parents will see all student names listed as a single line item when making a deposit. Funds added will be shared between the students in the shared account.

The second option is **Transfer Funds**, which allows you to transfer funds from one student on your account to another. On web, elect the triple stack menu icon in the upper left corner of the screen, then Menu Account to access the Transfer option. On the mobile



app, select your student from the dashboard then look for the Transfer Funds icon. Funds can only be transferred for students within the same school district.

(Note that this option may be disabled in some districts).

Can I receive a notification when my student's account balance is low?

Yes. The system is defaulted to send an email reminder when the balance falls below \$10.00. You can change the Payment Reminder by editing the dollar amount on the Payment Reminder card on the Meal Accounts page on web or on the student card on the mobile app.

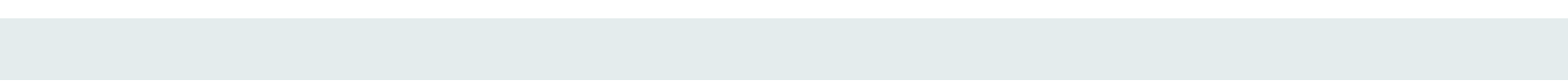
What happens to the money in my student's account at the end of the school year?

Each school district sets a policy related to student funds at the end of the year. In most cases, account balances move with the student from grade to grade and school to school (within the district). Please review your district's policy related to end of year funds. Since this is a district policy, LINQ cannot provide guidance or refunds.

How can I remove a student from my LINQ Connect account?

On the web, click your profile avatar in the upper right-hand corner and select Settings. Scroll down to Linked Accounts. Click the trash can to remove a student.

Using the mobile app, select the three-dot menu in the upper right-hand corner of the student account page. Click Student Details, then click Remove Student.



School Fees

Where are fees assigned to my student's account listed?

Fees assigned to your student will display in your To-Dos section on the main dashboard as well as on the respective student card. Optional fees, such as sports tickets, can be added to your cart from the Online Store.

Why can't I see assigned fees in LINQ Connect?

You will only see assigned fees if your district is using the Fee Management feature. Only unpaid assigned fees are displayed on your child's student card and dashboard.

How do I view items in the Online Store?

From the website, click the triple stack in the upper left corner, then select School Store. If you are using our app, scroll down to the bottom of the app and select Store.

Where can I download forms that are attached to fees?

There are two ways to access forms and links. First, go to the Online Store and select the Fee. Forms will be listed by name at the bottom of the screen. Click on a form to download it to your device. On the web, you can also select Forms from the Navigation panel and you will see a complete library of forms and links.

Meal Applications

How can I apply for free/reduced meals online?

1. APPLY

Go to <https://linqconnect.com> and click School Services, then **Start Meal Application**.

2. LOG IN

If you have already registered for a LINQ Connect account and have logged in, you can click on **Start Meal Application**. On mobile, navigate to the **Quick Links** section at the bottom of the dashboard and **select Meal Application**.

What is the web address for meal applications?

Please utilize <https://linqconnect.com> for your meal applications. You can select your district from the drop-down menu on the meal application page.

How will I find out the status of my free/reduced meal application?

The district will notify you within 10 school days, either by email or letter. If you have not received a notice, please contact the school district's child nutrition department directly. LINQ's support team does not have visibility into your status and cannot share any information due to privacy requirements.

School Menus

Can I see my student's school menu online?

Yes, if the school is using our Menu Planning feature. From the login screen on linqconnect.com, enter your district's name into Check District Menu.

On mobile, if menus are enabled they will display under your student's name on the main dashboard as well as on the Menu tab.

Can I print the school menu?

Yes, you can print any version from the website. On the mobile app, select "Month" to view the file for printing.

Feed It Forward

What is Feed It Forward?

Feed It Forward is a program offered by LINQ to your school district. Families who can help others add money to **Feed It Forward** during the checkout. All of the funds paid into Feed It Forward are provided to the school and/or district you designated.

How can I deposit funds to the Feed it Forward program?

On web. navigate to the Meal Accounts page, scroll to the Feed it Forward section and select an available district.

On mobile, select the three-dot menu on a students account page and select Donate to School. Enter the amount you'd like to donate and proceed to checkout.

Do I put my student's money into Feed It Forward?

No, Donating to Feed it Forward helps support your district in funding meals for those who cannot afford it, but you should **not** put money intended for your student into Feed It Forward.

Payment Types

Which payment methods are supported by LINQ Connect?

LINQ Connect accepts Visa, Mastercard, and Discover cards in all districts. Many districts also accept ACH/e-check payments and American Express. Both credit cards and debit cards can be used.

How long will it take before the funds will be available in my child's account?

If you selected **Add Money to Account**, the funds will be **available immediately** in your student's account upon completion of the payment transaction.

If you selected **Add Auto Pay**, the funds will be available the following day from the day is scheduled to run. For example, if the payment is to be made every Monday, the funds will be available Tuesday morning.

Is there a fee for making online payments?

LINQ provides many of the services in LINQ Connect at no cost. However, when a payment is made online LINQ charges a convenience fee to cover the costs of payment processing and providing the service. Some school districts cover this fee, but in most cases, it is charged to the payer. The full convenience fee will be displayed during the checkout process. If you do not wish to pay the convenience fee, you may cancel before submitting your payment.

How do I add a payment method?

On the LINQ Connect website, click on the profile avatar in the upper right-hand corner and select Settings. Scroll down to Payment Methods, then select Add New Payment Method.

In the mobile app, go to Profile > Payment Methods, then select Add New Payment Method.

What credit cards/methods of payment can I use?

All school districts accept Visa, MasterCard, and Discover. If additional payment options are available, they will be displayed. Go to the Payment Methods card on your profile and select New Payment Method to identify which methods you can use.

When entering my Payment Method, it asks for a "Description"— what is it?

This is a free form field, and you can name it anything. For example, you can name it "Household Credit Card" or "Chase Credit Card."

Why does it say "Invalid Card" when I try to add my card?

The system will not allow you to continue if any required items are missing. Check to see that you have entered the following:

1. Check to see that the credit card information is correct.

2. Make sure the type of card you are entering is accepted. Some districts do not accept American Express, for example.

Why is the “Confirm and Pay” button inactive (greyed out)?

The system will not allow you to continue if any required items are missing. Check to see that you have entered the following correctly:

1. Billing address
2. Credit card information

How can I see activity on my student’s account?

Click on History to view previous history.

Why is there a “pending” charge on my bank statement after my card was declined?

It is common in the banking industry to hold the transaction fee on online payments. The fee may temporarily appear on your bank statement, but the fee will automatically be removed in approximately 1-8 banking days. If you have any questions about this fee, please contact your credit card company directly.

Security

Is my information safe?

LINQ takes great care to ensure that your information is safe and secure. LINQ follows the highest level of Payment Card Industry Data Security Standards (PCI-DSS) to protect your information.

How can I be sure my information is safe?

LINQ Connect is protected by 256-bit SSL encryption between all browsers and our centralized data center.

What is multi-factor authentication (MFA)?

Multi-factor authentication (MFA) is a multi-step login process that requires users to provide more than just a password to access an account or resource. MFA can help improve security within an app.

Why am I being prompted to set up MFA?

Your district has set MFA as a requirement for all LINQ Connect users with students within their district. In order to access LINQ Connect, you must have a secondary authentication factor configured.

What if I don't want to set up authentication?

If you do not configure secondary authentication, you will not be able to access your LINQ Connect account. This is a requirement set by your district. If you have further questions or concerns, it will be best to contact them directly.

I've previously set up MFA, but now I'm locked out of my account (e.g. I got a new number and had authentication set up for SMS. I no longer have access to that number and therefore cannot retrieve my code). Can you help me?

We're happy to reset your MFA. Please contact us at 844-467-4700 or support@linqconnect.com.

I've changed my mind and I don't want to use MFA anymore. How do I get back into my account?

If MFA is not required by your district you can turn MFA off by accessing MFA within the app and sliding the toggle to "off". If your district does require MFA you will not be able to turn it off.

How often will I need to reauthenticate?

You will be required to reauthenticate after each session expires. Session expiry is currently set to 24 hours. That said, there will be an option to "remember this device" which will extend that period to 30 days if you select that option. The 30-day period is set *per device*, meaning if you log into the app and select "Remember this device," you are all set for that mobile device; however, if you log into the website during that 30-day period, you will need to reauthenticate on the website.

What authenticator apps are supported?

The following apps can be used to generate a one-time password (OTP): Google Authenticator, Authy, Microsoft Authenticator, Auth0 Guardian. Other apps may be supported as well

What should I do if I need a refund or when my student graduates or leaves the district?

If you need a refund or your student is graduating or leaving the district, you must contact the district directly.

When should I contact the Child Nutrition Department of my student's school district?

- If you would like a refund

- If you have questions about a specific fee or item
- If you have a question about your child's meal service or activity on their account
- If you would like to restrict your student from purchasing items due to allergens or restrictions
- If you have questions about your Free and Reduced Meal application status
- If you have questions related to your student's meal account

Can I have a separate LINQ Connect account from other family members?

Yes. Simply set up a new account with your own email address. If you have previously shared your account password with someone else, you should change the password.

When you link your student to your account, you can then view account balances and deposit funds separately. Your financial information will only be visible to you. However, available student balances will be visible to those who have access to your student through LINQ Connect.

Who do I reach out to if I have questions or need help?

You can reach our Family Support team using the following methods:

- Web chat at linqconnect.com **(FASTEST METHOD)**
- Email Support@linqconnect.com
- Phone (844) 467-4700.